

ATTORNEY'S DOCKET
019143.0334

PATENT APPLICATION

26

SKILLS-BASED ROUTING OF A COMMUNICATION SESSION RECEIVED AT A
SWITCH

ABSTRACT OF THE DISCLOSURE

A method which routes a communication session, from a client to a service agent station, utilizing a dynamic skills table improves the efficiency of the communication session and increases client satisfaction. A remote server dynamically updates the skills table with service agent information, obtained from one or more sources, and communicates the skills table to a switch. A profile of the client's request for the communication session is generated and compared to the skills table. The switch subsequently routes the client to the optimal service agent station.